ATTACHMENT B – SUMMARY OF EXPANDED MA2 MAINTENANCE SUPPORT
DATE: 2/27/2001

	ODIN Standard MA2 Maintenance	SGI Full Care	Sun Spectrum Silver	DEC/Compaq Priority Service	HP	IBM Servicepac*
End-user access to OEM technical experts		X	X	X	X	X
Patches, bug fixes, point releases for OS	X	X	X	X	X	X
OS version upgrades	X	X	X	X	X	X
Patches, bug fixes, point releases, and version upgrades for native compilers and shall environments		X	X	X	X	X
Online access to technical info and software patches		X	X	X	X	X
5 X 9 telephone support	X**	X	X	X	X	X
Two (2) hour software response				X		
Four (4) hour hardware/ software response					X	
Four (4) hour on-site hardware response			X	X		
Next business day on-site hardware response	X***	X				
Parts, labor, and travel included	X	X	X	X	X	X
Customer defined service priority	X	X	X	X	X	X

* IBM Servicepac is currently provided a la carte. Bundled offering is in development and will be commercially available sometime in 2001.
** Coverage is 5 X 12 (0600 – 1800 M to F)
*** Next Business day return to service